Standards and Methods Control (SMC) Procedures Manual

DOCUMENT IDENTIFIER: A-MN-ELSM001-00-0000 Rev E, 24-Apr-1992

ABSTRACT: This document outlines the general procedures followed by Standards and Methods Control (SMC) for generating and maintaining EL-class documents. This overview defines the documentation process through revision control, review, reaffirmation, and the approval, sign-off, and release process. This information clarifies the working relationship between the SMC group and its customers for the production of consistent documentation.

APPLICABILITY: This document is a guide to SMC procedures for the generation and maintenance of EL-class documents (Digital standards, engineering and manufacturing specifications, and manuals).

STATUS: APPROVED 24-Apr-1992; use VTX SMC for current status.

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APPROVAL: This document has been reviewed and approved by the General Review group for its category.

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Use VTX SMC to order copies of this document from Standards and Methods Control. Send distribution questions to JOKUR::SMC or call DTN: 234-4423.

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1 INTRODUCTION

This document defines the Standards and Methods Control (SMC) document development process through revision control, review, reaffirmation, and the approval, sign-off, and release process.

1.1 PURPOSE

This document provides Digital personnel with general information about the procedures followed by SMC in the generation and maintenance of EL-class documents (Digital standards, specifications, and manuals). Detailed procedures for SMC personnel are found in *EL-SM001-03, SMC Writers Reference Manual* and *EL-SM001-05, Standards and Methods Control (SMC) Style Guide*.

Many of these procedures are used to implement the mandatory Digital standards review and approval process described in *DEC STD 001-0 Management of Technical Standards and Related Documentation*.

1.2 RESPONSIBILITIES

Many people are involved in the creation, review, approval, and distribution of documents. The following paragraphs describe key participants and their major duties; Table 1 defines those duties in more detail.

1.2.1 Owner

The owner (also known as the responsible person) ensures the document is accurate and current. The owner shall address the validity of requested changes. The owner may be the original owner of the document or another individual who has been assigned the authority. The owner determines the security classification for the document according to the requirements in *DEC STD 128-0 Security Classifications for Engineering Intellectual Property - Policy and Regulations*. The owner drives the review and approval of future changes to the document and ensures that appropriate technical reviewers are included on the list(s) of reviewers.

The owner must also determine whether the document can be released to people who are not employees of Digital. *DEC STD 001-3 Release of Digital Standards and Related Information to External Sources* provides information on how to release documents externally.

The owner must further determine whether the dociment is a mandatory Digital design standard. If so, the standard must be listed in *DEC STD 066-0 Digital Design Standards*. The waiver process shall be defined by the owner within the standard, or the process in *DEC STD 066-2 Waivers to Digital Design Standards* must be followed.

Table 1: Documentation Process

Owner/Technical Contact	Standards and Methods Control	SMC Writer
Prepare material (new or revised)	Inform owner of SMC process	
Inform SMC of readiness to begin		
	Place project into SMC queue	
	Assign writer - Assign Doc ID (new document)	
Transfer files and hard copy		Contact owner - Prepare Documentation Plan
Sign off Documentation Plan	Sign off Documentation Plan	Sign off Documentation Plan
		Prepare draft
QC draft and supply data	First pass by editor	Prepare review package
OK review package - Update review list(s)		Update review list(s)
	Send document to reviewers	
	—— Review Period ——	
		Forward review comments to owner
Resolve review comments		Prepare Review Comments Summary with owner and send to reviewers
		Prepare final document and ECO
QC final and Review Comment Summary	Final pass by editor	
Sign-off final and ECO	Standards Process Manager signs-off Digital standards - Distribute final; archive ECO	

1.2.2 Technical Contact

The technical contact may be the owner of the document or someone designated by the owner. In either case, the technical contact is the person most accountable for the content of a document while it is being developed, reviewed, and approved. The contact is the technical expert on the document's subject matter. The contact's duties include working with the SMC writer to develop a readable, technically accurate document, handling and resolving suggestions and objections during review in a timely manner, and establishing review and distribution lists (refer to subhead 5.2 and head 6).

1.2.3 Responsible Department

The responsible department identifies the document owner's organization or the group responsible for the technical content of the document. The manager of the responsible department will ensure that a new owner is identified, if necessary, to keep the document current.

1.2.4 Approver

All documents must have one or more approvers, often the owner and the owner's manager. The approver may be the committee chairperson or an individual from a larger group that has responsibility for resolving technical issues in a specific area. Digital standards must be approved by the standard owner and the Standards Process Manager, as defined in DEC STD 001-0.

An approver signs a document giving authorization to publish and distribute that document.

1.2.5 SMC Writer

The SMC writer ensures the quality of the document (structure and readability) by managing document development within SMC until the document is released and distributed. Writers' internal processes and responsibilities are defined in EL-SM001-03.

Some specific areas of responsibility include the following.

- Work with the owner or technical contact and SMC management to prepare a document plan.
- Work with the owner or technical contact to develop the document.
- Write, edit, and format the document, working with the SMC editor and Document Support personnel.
- Prepare transmittal memos.
- Expedite the review process.
- Incorporate changes to the document based on reviews.
- Prepare Engineering Change Orders (ECOs) for revised documents.
- Work with the document owner to create a written summary of each review(s).

- Secure final approval and document sign-off.
- Initiate newsletter and magazine articles to call attention to new documents, if requested.
- Provide history files to SMC Order Fulfillment for archiving.

The writer's tasks shall be outlined in the Documentation Plan, which is the project contract between SMC and the owner (see subhead 2.1).

When a document can be developed or updated and released without the services of a writer, SMC Document Support personnel will assist the owner or technical contact.

1.2.6 SMC Document Support and Order Fulfillment

These two SMC groups ensure the release and distribution of a document during review cycles and at final approval. Some of their duties include the following.

- Ensure document acceptability, according to *DEC STD 182-0 Engineering Documentation Acceptance Criteria* and SMC standards.
- Prepare print masters (*camera-ready* reproducibles).
- Maintain current distribution lists for hard copy or electronic notification.
- Maintain document revision information on the VTX SMC system.
- Distribute the document in the media required (hard copy and electronic).
- Ensure that a fire storage copy of all previous revisions of a document are sent to Corporate Record Retention.
- Archive review data.
- Process ECOs according to *DEC STD 100-0 Policy and Requirements for the Product Change Process*

1.2.7 Status Reporting

SMC maintains VTX SMC, an electronic index and ordering resource available to users throughout Digital. This VTX application identifies the most current available revisions of each document controlled by SMC.

SMC also maintains EL-SMDEX-00, *Standards and Methods Control Document Listings* (published twice a year), and a Management Summary of all Digital standards' activity (published on a monthly basis).

2 STARTING A PROJECT

Before actual writing begins, the writer prepares a Documentation Plan and obtains a document identifier. The owner identifies a cost center or discrete project number so all SMC work can be tracked to the requesting organization.

2.1 DOCUMENTATION PLAN

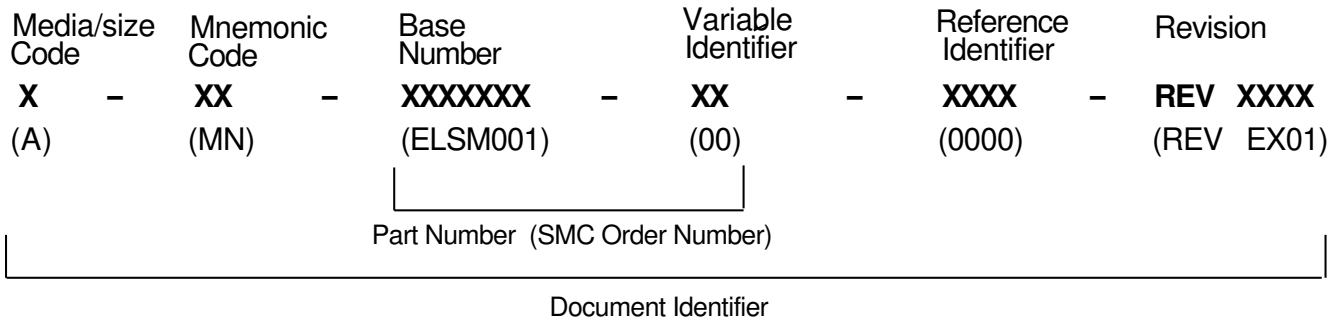
The Documentation Plan defines basic information about the document: what needs to be done, how and when tasks will be done, who will use the document, and who will review it. The Documentation Plan is a contract agreement between SMC and the technical contact or owner, defining required time frame, resources, and responsibilities.

2.2 DOCUMENT IDENTIFIER

SMC assigns each EL-class document a unique document identifier in accordance with *DEC STD 012-1 Document Identification Conventions Including Mnemonic Codes*.

Figure 1 represents the document identifier and its fields, which are defined under subheads 2.2.1 through 2.2.5. The document identifier for this document (at Rev EX01) is also represented here as an example.

Figure 1: Document Identifier Fields



2.2.1 Media/Size Code

All original SMC documents are generated in code A (8.5- by 11-inch paper medium). Refer to DEC STD 012-1 for additional information about other sizes.

2.2.2 Mnemonic Code

DEC STD 012-1 lists authorized mnemonic codes. SMC commonly uses the following codes, each shown with a sample document identifier.

Document	Mnemonic Code	Example Document Identifier
Digital guideline	DG	A-DG-ELMF540-00-0
Digital standard	DS	A-DS-EL00128-00-0
General listing	GL	A-GL-ELSMCAT-00-0
Manual	MN	A-MN-ELEN304-00-0
Specification	SP	A-SP-ELCP763-00-0

2.2.3 PART NUMBER (SMC ORDER NUMBER)

The EL-class part number is also the SMC order number. It is a combination of the base number and variable identifier.

The part number, in 2-5-2 character format, normally appears in the running head on every page of documents controlled by SMC. In addition, this number is used to find and order documents through VTX SMC.

Base Number

The base number is a 7-character alphanumeric field located between the mnemonic code and the variable identifier. For documents produced and controlled by SMC, the first two characters are EL.

NOTE

SMC also distributes some 76-class manufacturing specifications. No new document numbers are issued by SMC in the 76-category; therefore, only EL-class document numbers are explained in this text.

The following table shows base numbers commonly used by SMC.

Document	Base Number	Example Base Number
Digital standard	EL00nnn	EL00185
Component Engineering	ELCEnnn	ELCE059
Multigroup Corporate Process	ELCPnnn	ELCP706
Engineering document	ELENnnn	ELEN101
External document authorized for internal distribution	ELEXnnn	ELEX754
Customer Service	ELFSnnn	ELFS266
Manufacturing document	ELMFnnn	ELMF012
Standards and Methods	ELSMnnn	ELSM001
Storage Systems	ELSSnnn	ELSS031
External version of an internal document	ELXnnnn	ELX0001

The use of alphabetic characters where numeric characters are specified is discouraged. Substitutions of this type must be approved by the SMC manager.

Part numbers of nonreleased or inactivated documents are not reassigned.

Variable Identifier

The variable identifier field is a 2-character numeric field that follows the base number. For sectioned standards and documents, it is used to give individual sections a unique document identifier, while retaining a common base number. For example:

- DEC STD 012-0 is identified as A-DS-EL00012-00-0.
- DEC STD 012-8 is identified as A-DS-EL00012-08-0.

2.2.4 Reference Identifier

The reference identifier is a 4-character field that follows the variable identifier and is used to further identify a document from related documents. Its use is common in naming sets of circuit schematics or in identifying some specifications or documents related to standards. For example:

A-SP-EL00092-04-B45X

Although space for four characters is reserved, it is not necessary to pad the field with leading zeros. The default reference identifier is always a single 0.

A-DS-EL00012-08-0

2.2.5 Revisions

See head 3 for detailed information on identifying revisions.

3 REVISION CONTROL

Documents controlled by SMC (Digital standards and other EL-class documents) are subject to the revision control requirements of *DEC STD 012-0 Part Identification Standard*.

Each document submitted to SMC for initial writing or revision is assigned a revision indicator, which is the field of the document identifier that indicates the specific version of a document. The revision appears in the document identifier on the title page and document management page.

New documents are assigned an initial revision of *AX00*, which is increased one number with each review of the document. Once the document is approved and prepared for release, the *Xnn* portion is removed. For example:

- Rev AX00 - First draft of revision A
- Rev AX01 - Second draft of revision A
- Rev AX02 - Third draft of revision A
- Rev A - New document (approved and released)

Subsequent revisions follow the same convention in ascending alphabetical order. Digital does not use the letters G, I, O, Q, and X as revisions. The old revision is inactivated when a new revision of the document is approved and released. For example, the next revision of the document would be indicated as follows.

- Rev BX00 - First draft of revision B
- Rev B - New document (approved and released)

For a document undergoing clerical changes only, a numerical revision is added to the alphabet revision identifier. For example: a clerical change to Rev C would be identified as Rev C1.

4 FORMAT

SMC prepares all EL-class documents according to the following format requirements. Brief descriptions of each requirement are provided in this section, and the pages in this document may be used as samples.

4.1 TITLE PAGE

This page must provide the following information.

- Running head (part number and date)
- Title (the owner and the writer must ensure that readers searching titles for specific subject matter can recognize the general content of the document from the title)
- Document identifier, revision, and release date
- Abstract (a concise description of the document)
- Applicability statement (to whom the document applies and how – using the term *mandatory* if a Digital standard)
- Status (For Review Only or approval statement and release date)
- Security classification at top and bottom (if required; see DEC STD 128-0)
- DIGITAL logo
- Distribution restriction notice (if required)
- Copyright notice and date(s), as applicable. See DEC STD 128-0 and *DEC STD 197-0 Legal Requirements and Guidelines for Digital Publications and Software* for additional information.

4.2 DOCUMENT MANAGEMENT PAGE

This page must provide the following information.

- Running head (part number and date)
- Title
- Document identifier and approval date
- Revision history
- Document management category (assigned by SMC)
- Responsible department

- Responsible person (owner)
- Author, if different from owner (optional, allows credit to be given)
- Approval statements and signatures (for Digital standards, both the owner and the standards process manager)
- Additional information (technical contact and ordering procedure)
- Trademarks list
- Security classification at bottom of page

4.3 TABLE OF CONTENTS

This page must provide the titles and page numbers for each of the following document elements.

- Headings and subheads
- Appendixes, referenced documents page, glossary, and indexes
- Lists of figures and tables

4.4 DOCUMENT LAYOUT AND CONTENT

SMC prepares all documentation with its own VAX DOCUMENT docstyle as identified in *EL-SM001-07, SMC Doctype User's Guide* (in process) and its own style guide, *EL-SM001-05, Standards and Methods Control (SMC) Style Guide*. Other docstyles, such as Material Safety Data Sheets, policies, and specifications, may be used upon discussion with SMC personnel.

4.4.1 Heads and Subheads

Heads and subheads should be numbered and should offer a logical representation of material. Unnumbered subheads should be used sparingly because they cannot be included in the table of contents and are more difficult to reference.

Excessive division of material (beyond fourth-level subheads) should be avoided because it strains the reader's ability to absorb the information.

4.4.2 Lists

For lists of items, conditions, criteria, or goals, use bullets or lowercase alphabetics (a, b, c) as identifiers. For lists of procedures or steps, use Arabic numbers (1, 2, 3).

4.4.3 Figures and Tables

As with subheads, each illustration and table should be formally identified with a number and title for inclusion in the table of contents and for easier referencing.

4.4.4 Units of Measure

Both metric units and U.S. equivalent units should be used. It is preferable to express the metric unit first, followed by the equivalent U.S. unit in parentheses. For more information, refer to *DEC STD 015-0 Abbreviations and Units of Measurement*.

4.5 BACK MATTER

The body of the document is followed by the back matter, which may consist of the following elements: appendixes, referenced documents, glossary, or index. These most commonly used elements are discussed under the following subheads.

4.5.1 Appendixes

Data, tables, figures, examples, or processes not directly related to the text of the document, or referred to in more than one area, are placed in appendixes. Multiple appendixes are each assigned an identifying letter beginning with A (Appendix A, Appendix B), but the pagination continues sequentially through the document. Figures and tables are also numbered sequentially through the document. Subheads, however, are numbered within their own appendix and prefixed with the corresponding appendix letter (for example A.1, C.4.2).

4.5.2 Referenced Documents/Related Documents

All documents referenced within the text of the document must be listed in the Referenced Documents appendix. The owner of each Digital referenced document must be included in the review list.

A Related Documents appendix is added to list additional documents or information sources that may be helpful to the reader.

Information on the availability of each document (where to obtain copies or whom to contact) must be provided under each document listing.

4.5.3 Glossary

A glossary of technical terms is often helpful to readers at all technical levels. SMC places the glossary in the back matter after the appendixes; each term is formatted in lower case (except acronyms, proper names, and abbreviations of proper names) followed by the definition (on the same line).

4.5.4 Index

The index follows the glossary and is paginated separately (Index–1). Although SMC is ultimately responsible for the formulation of the index, the owner of the document is encouraged to identify the important key words and key phrases pertinent to the document.

5 REVIEW PROCESS

A document is sent to formal review after it has been edited and approved by SMC and the owner. When Digital standards are initiated or undergo more than clerical changes, they require at least one general review. However, some may first require a more limited technical review. Refer to DEC STD 001-0 for more information on the standard review process.

Review lists are defined in subhead 5.2. The review process in DEC STD 001-0 is used whenever possible. DEC STD 001-0 describes three types of reviews: Advisory Committee, Technical, and General. The document owner, with guidance from SMC personnel, determines the most appropriate type of review.

Documents that are not Digital standards may be approved after only one review or none at all, if so determined by the owner and the SMC manager.

Documents in review display the status description **For Review Only** on each page. Also, each page carries a diagonal gray banner entitled **REVIEW**. Documents prepared for informal review (committee meetings) are printed with a gray banner entitled **DRAFT**.

An electronic review is recommended for documents whenever possible. Electronic review allows the document to be distributed quickly, especially for worldwide review, and reduces turnaround time for revisions. However, electronic review is not allowed for documents containing material classified as **Digital Confidential** or **Digital Restricted Distribution**, in accordance with DEC STD 128-0.

Table 2 defines the features of electronic and hard copy review. Postscript and ASCII files must be available in all electronic reviews. Note that the copying of large documents may exceed some users' disk spaces.

Table 2: Features of Review Media

	Postscript File	ASCII File	Hard Copy
Instant access worldwide	Yes	Yes	No
Figures included	Yes	No	Yes
Large/wide table format	Yes	No	Yes
Line printer capability	No	Yes	–
On-line edit by reviewer	No	Yes	No
Multinational characters	Yes	No	Yes

5.1 REVIEW TRANSMITTAL MEMOS

Documents distributed for review must be prefaced by the transmittal memo, which includes the following.

- Information regarding document content and distribution that will benefit the reviewer, such as the purpose of the document and intended audience
- A summary of the changes from the previous revision, if appropriate
- The name of the person who will resolve the review comments
- The final date chosen by SMC and the document owner for the receipt of comments
- A 4-choice ballot offering the option to:
  - — Recommend the approval of the document as written
  - — Recommend the approval of the document with suggested changes as indicated
  - — Recommend that the document not be approved until the reviewer's indicated objections have been resolved
  - — Request removal from the review list because the document is not applicable to the reviewer's organization

The ballot must be completed by the reviewer, with comments and objections marked in the text, and returned with the review copy to the SMC review coordinator.

The reviewer need only return the ballot information with those portions of the document containing suggested changes or objections.

5.2 REVIEW LISTS

Advisory Committee, Technical, and General review lists should be compiled at the beginning of each project. The lists contain reviewers' names, badge numbers, cost centers, ENET nodes, mail stops, and hire dates (month and year). Review copies of the document and the review transmittal memo are made available to the people on the document's appropriate review list.

The following list of individuals and organizations represents a typical general review list.

- Owner and technical contact
- Contributors to the document, as determined by the owner or writer
- Representative users of the document selected by the owner
- Members of the document's advisory committee
- Owners of all referenced and related documents
- Representatives from organizations responsible for meeting the requirements of the document
- Members of the approval body for the document—usually specific members of the distribution list or other groups designated by the document management group representative
- Standards process manager (for Digital standards only)
- SMC manager and supervisors
- Others determined by the owner or SMC management
- Any employee who asks to be added to the list for General Review (except for certain Digital Confidential or Digital Restricted Distribution standards)

General review lists include all reviewers on the Advisory Committee and Technical review lists.

The names of individuals on the review list are distributed when the document is available for review. These individuals are then able to suggest additions to the review list.

5.3 RESOLUTION OF REVIEW COMMENTS

Individuals receiving review copies should review the document and respond before the deadline specified on the transmittal memo.

Review copies should be returned to JOKUR::SMC_REVIEW or NRO4/D4 Review Coordinator with a completed transmittal memo ballot and comments, if any, marked in the text of the document. Documents returned without a completed ballot are considered approved as written; documents with a blank ballot and marked-up text are considered approved with suggested changes.

The writer compiles and records reviewers' responses and sends copies to the owner. The owner or advisory committee members discuss suggestions and resolve recommended disapprovals with reviewers. Comments from individuals and organizations directly affected by the document should be given the highest priority. DEC STD 001-0 defines the standard owner's responsibilities in review comment resolution.

SMC suggests that, while resolving issues from the review, document owners keep a list of comment resolutions. This list can be given to the SMC writer and then used as the basis of a Review Comment Summary, which must be sent to everyone on the review list at the completion of each review. Through this summary, reviewers are assured that all comments were received and addressed. The Review Comments Summary is archived by SMC as part of the document history.

Additional reviews may be required if a large number of changes are proposed as a result of an earlier review.

The writer, using the Quality Control (QC) functions within SMC, then prepares a final draft of the accepted revision, incorporating final artwork and edits, and submits it to the owner for a final approval and sign-off.

6 APPROVAL, SIGN-OFF, AND RELEASE

A Digital standard is signed off by the standard owner and the standards process manager. Other documents are signed off by the owner or the manager or committee chairperson of the group that developed the document. Approval signatures are also required on the ECO that identifies changes in the revised document.

SMC then initiates the printing and distribution process using the final distribution list provided by the owner.

The history of documentation produced by SMC is microfilmed and stored as a legal reference.

At the owner's request, the SMC writer may also prepare a promotional article on the new release for distribution to internal publications or notes files.

7 REAFFIRMATION PROCESS

When a standard is approved, SMC and the document owner agree on an expiration date, which is usually one year or longer from the approval date.

Several months before the expiration date, SMC sends a reaffirmation memo to the owner, who determines which of the following dispositions are required.

- No changes necessary; document reaffirmed
- Clerical changes
- Changes in technical content
- Inactivation
- Document should be considered historical

7.1 NO CHANGES NECESSARY; DOCUMENT REAFFIRMED

If the document is technically accurate and needs no changes, the owner determines a new expiration date, which is posted in EL-SMDEX-00 and on VTX SMC.

7.2 CLERICAL CHANGES

If the document should be kept intact but clerical changes need to be made, SMC reprints the document with the clerical changes indicated with change bars. Clerical changes include revisions in names, telephone numbers, addresses, contact people, or simple format changes.

7.3 CHANGES IN TECHNICAL CONTENT

If changes in technical content need to be made in the body of the document, the owner initiates an update reflecting these changes by contacting a writing supervisor in SMC.

7.4 INACTIVATION

If the owner determines that the document is no longer necessary, SMC creates an ECO to inactivate it, stating whether another document is to replace it. SMC then sends the ECO or related information to the users of the document or to the approval body (if one exists) to determine whether they agree with the decision.

Inactivated standards must be listed in EL-SMDEX-00 and on VTX SMC.

A 2-page document is required for all inactivated documents and consists of the usual title page and document management page of the EL-class format. The abstract indicates why the document has been inactivated and whether a replacement exists.

Notification of the inactivation or the 2-page document is sent to holders of the previous revision.

7.5 DOCUMENT SHOULD BE CONSIDERED HISTORICAL

If the owner determines that the document is still technically accurate but is no longer maintained or supported and should not be used for new product development, it can be considered an historical document. This may occur to documents relating to information developed in the past that might still be in use.

An expiration date of three years is typically assigned to an historical document. At the end of that time, the owner can decide whether to inactivate the document, update it, or further extend its expiration date.

If the Historical option is chosen, the front matter of the document is changed to include an applicability statement similar to the following:

> This document (or standard) has been classified as *Historical*. It shall not be used in the development of new products. Updates to this document (or standard) are not planned.

APPENDIX A REFERENCED DOCUMENTS

A.1 EL-Class Digital Documents

EL-Class Number	Document Title
EL-00001-00	*DEC STD 001-0 Management of Technical Standards and Related Documentation*
EL-00001-03	*DEC STD 001-3 Release of Digital Standards and Related Information to External Sources*
EL-00012-00	*DEC STD 012-0 Part Identification Standard*
EL-00012-01	*DEC STD 012-1 Documentation Identification Conventions Including Mnemonic Codes*
EL-00015-00	*DEC STD 015-0 Abbreviations and Units of Measurement*
EL-00066-00	*DEC STD 066-0 Digital Design Standards*
EL-00066-02	*DEC STD 066-2 Waivers to Digital Design Standards*
EL-00100-00	*DEC STD 100-0 Policy and Requirements for the Product Change Process*
EL-00128-00	*DEC STD 128-0 Security Classifications for Engineering Intellectual Property — Policy and Regulations*
EL-00182-00	*DEC STD 182-0 Engineering Documentation Acceptance Criteria*
EL-00197-00	*DEC STD 197-0 Legal Requirements and Guidelines for Digital Publications and Software*
EL-SM001-03	*SMC Writers Reference Manual*
EL-SM001-05	*Standards and Methods Control (SMC) Style Guide*
EL-SM001-07	*SMC Doctype User's Guide*
EL-SMDEX-00	*Standards and Methods Control Document Listings*

Use VTX SMC to order copies of EL-class documents from Standards and Methods Control. Send distribution questions to JOKUR::SMC or call DTN: 234-4423.

EL-SM001-07 is being developed. Refer to VTX SMC for current status.

```
+---------------------------------------------------------------------+
|                        READER COMMENTS                              |
|                                                                     |
| Your  comments  and suggestions  will help  Standards and Methods   |
| Control improve their services and documents.                       |
+---------------------------------------------------------------------+
```

Did you request this document? _____ If so, did it arrive within a satisfactory period of time? _____ Please comment.

What are your impressions of this document? Consider format, organization, completeness, readability, and illustrations.

————————————**FOLD ON THIS LINE**———————————————————————— -

Did you find technical or clerical errors in this document? If so, please specify the page number(s) and the error(s).

Are the instructions for the update package clear? _____
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